



**DEFENSE LOGISTICS AGENCY**  
**DEFENSE CONTRACT MANAGEMENT COMMAND**  
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IN REPLY  
REFER TO

AQIA

SEP 25 1997

MEMORANDUM FOR COMMANDERS, DEFENSE CONTRACT MANAGEMENT  
DISTRICTS  
COMMANDERS, DCMC CONTRACT ADMINISTRATION  
OFFICES


SUBJECT: Revised Customer Liaison Representative (CLR) Monthly Report

DCMC Customer Liaisons represent the eyes and ears of DCMC within our customer service community. Presently, CLRs submit monthly reports to the Headquarters and DCMC field Commanders which highlight significant CAS related activity at our Army, Navy, Air Force and NASA buying activity locations. While these reports reflect the high quality and professionalism of our CLRs and have proven to be a valuable communications tool, we see an opportunity to improve the information flow by changing the present format. New management initiatives associated with workload projections, acquisition reform, consolidation, and performance metrics management in addition to the need for customer workload forecasts and shifts in business strategies, indicated the need for change. The result is a revision to the existing Liaison report.

Beginning with the October 1, 1997 submission, all CLR reports will reflect an increased focus on the following: Performance Measurement, in general, and more specifically the Common Metrics Initiative; increased emphasis on customer issues/analysis and recommendations; Early CAS updates to include issues and actions on the horizon and lessons learned; systematic issues/concerns and recommendations; customer acquisition reform initiatives; CLR information exchange to include and idea corner to communicate new ideas and processes coming downstream; and an upcoming events master calendar. Additionally, reports will summarize the month in review to include activities, accomplishments, work in process and areas where our workload may increase or decrease. Finally, in concert with the above, CLRs will provide quarterly profile updates for each CLR location to better ensure all remain well informed of activities at each buying location.

Overall, we feel that the revision will provide you, our customers, more of the types of information necessary to better influence positive change.

Should you have any questions, please contact you service desk representative or CAPT Jerry F. Derrick, USN, Chief, Customer Support Team at (703) 767-2392.

  
*for* FRANK J. LALUMIERE  
Executive Director  
Program Integration

